

July 31, 2015

TO: WaTech Customers
FROM: Lance Calisch
Messaging Service Owner

SUBJECT: Lync Collaboration Service Feature Update

WaTech is excited to announce a new Dial-in Conference feature to our Lync Collaboration Service

Dial-in Conferencing

Lync Collaboration Service (Lync) has always offered voice over the IP (Internet Protocol) network. This means listening through your computer speakers or using a head set or similar device to hear and speak during the Lync meeting. The Dial-in conferencing feature allows you to use your telephone (desktop or mobile) to dial in and participate in Lync meetings. When using this feature, you can dial in using a 10 digit phone number and enter a conference ID to enter the meeting. The phone number and conference ID are provided by Lync and sent to participants at the time the Lync meeting is scheduled.

Can an agency have more than one number?

Yes. Each telephone number is associated with an agency provided billing code.

Is there an additional charge for dial-in conferencing?

It depends. Dial-in conferencing is available to meeting participants using WaTech Private Branch Exchange (PBX) and/or the public telephone network (PSTN – Public Switch Telephone Network). If the participant dials in using:

WaTech PBX Service – no additional charge

PSTN - \$0.04 per minute per person charged to the meeting organizer's agency, specifically to the agency provided billing code associated with the meeting telephone number.

Can I still participate in Lync meetings over IP?

Yes, and there is no additional charge for joining a Lync meeting over IP.

Examples

1. Chris works for Agency X and schedules a Lync meeting with field office staff. All of the field staff have computer headsets and join the Lync meeting over the computer network. There is no additional charge in this example.
2. Same as example one, but in this case some of the field staff use IP and some use their desk phones to dial in to the meeting. Agency X is a WaTech PBX customer. There is no additional charge in this example.

3. Same example, but now some of the field staff use their computer headsets, some use their desk phones to dial in the meeting, and some teleworkers use their mobile phone to dial in to the meeting. In this case:
 - a. Those employees using headsets on the computer network incur no additional charge
 - b. Those employees using the WaTech provided PBX network incur no additional charge.
 - c. The employees dialing in on their mobile phones are coming in on the public switched telephone network; therefore, the agency will incur a \$0.04 per minute charge for each employee dialing in on their mobile phone.

Customers interested in Lync 2013 should contact the WaTech Service Desk.

For questions or comments, please send an email to the WaTech Service Desk (Servicedesk@watech.wa.gov) or call 360-753-2454.